

METRICS THAT MATTER

The issue is not whether your organization has metrics. Rather, the issue is whether they are the *right* metrics.

Practically all organizations have metrics, but in most cases, they don't provide the information we believe they provide. The metrics can be constructed improperly, making them difficult to comprehend and manage.

This course will help you understand how to create metrics that truly matter and avoid the pitfalls of poorly conceived metrics.

This interactive program will begin by laying out key aspects of operational and financial performance, and how they relate to one another. We will then focus on key areas such as the impact of bad metrics, the difference between metrics and measures, leading and lagging metrics, aligning metrics with business performance, and designing metrics that can be understood and managed.



Participants will walk away with these skills:

- Understanding the difference between measures and metrics, and how/when to manage each
- Identifying bad metrics
- Learning the basics of operational and financial performance, and what metrics to use for each
- Learning to design key operational and financial metrics to provide managers insight and improve organizational performance
- Creating examples of metrics that matter for your organization

Audience:

Supervisors and managers at any level can benefit from a better understanding of metrics.

Duration:

This program consists of 1 session on 1 day.

Cost: \$650 General Registration

Select Discounts Available

0.6 CEUs will be issued for this program